

UNLOCKING POTENTIAL
TRANSFORMING LIVES



SELECTION INFORMATION & CAMPAIGN TIMELINE

Receptionist

We want to ensure you have access to all the information you need to feel prepared, confident and able to show us your best.

We've included details of the selection process and at which stage each criteria from the Person Specification will be assessed. We've also included key dates you'll want to keep in mind.

Selection Process

Our selection approach is based upon the principle of merit which means that we'll look to appointment the person who best meets the requirements of the role as outlined in the Person Specification.

In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role. Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

The selection process for this role will consist of the following stages:

- | |
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| <ul style="list-style-type: none">• Application Review• Interview |
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Competencies for Success

Please view our [Competencies for Success Framework](#) for information on the core behavioural competencies which apply to all our roles. During recruitment, you'll be assessed on up to four Competencies for Success, as outlined in the below Selection Information.

Selection Information

Criteria	Essential or Desirable	Stage of Selection Process Assessed
Qualifications		
Minimum of two National 5 at Grade C or above (including English & Maths/Arithmetic) or equivalent qualifications or relevant experience.	Essential	Application
Relevant customer service qualification (min level SVQ 2) or evidence of further qualification/professional development in reception/hospitality or equivalent.	Desirable	Application
Knowledge, Skills & Experience		
A good understanding of the key elements of Professional Customer Service.	Essential	Application & Interview
Experience in using Microsoft Word, Excel and associated software packages.	Essential	Application Interview &
Experience as a receptionist in a hotel/hospitality environment	Desirable	Application Interview &
Competencies for Success		
Listen & Communicate	Essential	Interview
Plan & Organise	Essential	Interview

Selection Process Key Dates

Date Vacancy Closes for Applications	02/07/2026	Time Vacancy Closes for Applications	23:59
Interview Date*	15 July 2026		

*please note interview dates are subject to change.

Reasonable Adjustments

We recognise that people may have access needs or require adjustments to help them perform at their best. We refer to these as reasonable adjustments.

If you have a disability, whether visible or non-visible, or any access needs that would support your full participation in the selection process, please contact Iona Morton at AskHQHR@prisons.gov.scot to discuss how we can best support you.

Examples of reasonable adjustments we have provided in the past include:

- Offering additional time during interviews
- Adjusting how interview questions are asked
- Scheduling interviews at a time that works best for you
- Breaking multi-stage questions into smaller steps
- Providing written materials in alternative formats (e.g., different font, colour, or text size)
- Sharing extra information about what to expect during the selection process
- Printing resources on paper in a preferred colour

